

Telecommunications Carriers			
AUTHORIZED UTILITY REPRESENTATIVE FORM			
CERTIFICATED COMPANY INFORMATION			
Company Name: Telcove Operations, LLC		FEIN/SSN:	
DBA/FKA:		Telephone # 919-554-7720	
Mailing Address: 150 Fayetteville St., Mail Ste 970			
City: Raleigh		State: NC	
ZIP Code: 27601			
ILEC	IXC	X	CLEC X
			Wireless ETC
REGISTERED AGENT INFORMATION			
Registered Agent: The Corporation Company			
Mailing Address: 7700 E. Arapahoe Rd, Ste 220			
City: Centennial		State: CO	
ZIP Code: 80112			

As required by Commission rules and regulations
Print or type company contact person and contact information for the areas listed below:

UTILITY REPRESENTATIVE INFORMATION			
General Manager			
Name: Terrance Hinkston			
Address: 100 CenturyLink Drive			
City: Monroe		State: LA	
ZIP Code: 71203			
Phone: 318-388-9829	Email: Terrance.Hinkston@lumen.com		Fax:
Emergency Contact – Non Office Hours			
Name: UNICall			
Phone: 866-864-2255	Email:		Fax:
Customer Relations/Complaints Rep			
Name: Kandi Gaines			
Address: 555 Lake Border Drive			
City: Apopka		State: FL	
ZIP Code: 32703			
Phone: 407-889-6388	Email: uswpuc@lumen.com		Fax: 407-814-5749
Complaints Rep for Complaint Escalation			
Name: Scott Belka			
Address: 931 14th Street			
City: Denver		State: CO	
ZIP Code: 80202			
Phone: 720-779-8369	Email: scott.belka@lumen.com		Fax: 720-578-2751
Customer Toll Free Contact Number: 800-201-4099			
Engineering Operations			
Name:			
Address:			
City:		State:	
ZIP Code:			
Phone: 877-453-8353	Email:		Fax:
Test and Repair			
Name:			
Address:			
City:		State:	
ZIP Code:			
Phone: 877-453-8353	Email:		Fax:

UTILITY REPRESENTATIVE INFORMATION			
Regulatory Officer			
Name & Title: Terrance Hinkston - Government Affairs Analyst			
Address: 100 CenturyLink Drive			
City: Monroe	State: LA	ZIP Code: 71203	
Phone: 318-388-9629	Email: Terrance.Hinkston@lumen.com	Fax:	
Annual Report Form Mailings			
Name & Title: Terrance Hinkston - Government Affairs Analyst			
Address: 100 CenturyLink Drive			
City: Monroe	State: LA	ZIP Code: 71203	
Phone: 318-388-9629	Email: Terrance.Hinkston@lumen.com	Fax:	
Dual Party Invoice Mailings			
Name & Title: Terrance Hinkston - Government Affairs Analyst			
Address: 100 CenturyLink Drive			
City: Monroe	State: LA	ZIP Code: 71203	
Phone: 318-388-9629	Email: Terrance.Hinkston@lumen.com	Fax:	
Universal Service Fund Mailings			
Name & Title: Terrance Hinkston - Government Affairs Analyst			
Address: 100 CenturyLink Drive			
City: Monroe	State: LA	ZIP Code: 71203	
Phone: 318-388-9629	Email: Terrance.Hinkston@lumen.com	Fax:	
Gross Receipts Mailings			
Name & Title: Terrance Hinkston - Government Affairs Analyst			
Address: 100 CenturyLink Drive			
City: Monroe	State: LA	ZIP Code: 71203	
Phone: 318-388-9629	Email: Terrance.Hinkston@lumen.com	Fax:	
Lifeline Contact			
Name & Title: Terrance Hinkston - Government Affairs Analyst			
Address: 100 CenturyLink Drive			
City: Monroe	State: LA	ZIP Code: 71203	
Phone: 318-388-9629	Email: Terrance.Hinkston@lumen.com	Fax:	

FORM PREPARER INFORMATION	
This form was completed by: Terrance Hinkston	
Signature: <i>Terrance Hinkston</i>	
Title: Lead Analyst – State Government Affairs	Date: 1/10/2021

RETURN COMPLETED FORM TO:

Public Service Commission of SC
Docketing Department
101 Executive Center Drive, Suite 100
Columbia, SC 29210

AND

Office of Regulatory Staff
Attn. Karl Munn
1401 Main Street, Suite 800
Columbia, SC 29201